



JOB OPPORTUNITY

CALIFORNIA DEPARTMENT OF INSURANCE

ASSOCIATE INSURANCE COMPLIANCE OFFICER

\$4,711 - \$5,900

CONSUMER SERVICES & MARKET CONDUCT BRANCH

FIELD CLAIMS BUREAU

LOS ANGELES/SACRAMENTO/SAN FRANCISCO

Permanent/Full-Time

Multiple Positions

RESPONSIBILITIES:

Under direction, the Associate Insurance Compliance Officer conducts field claims examinations alone, or as a team member or as a team leader involving all lines of insurance of licensed California insurers to ensure that the industry adheres to Fair Claims Practices and to reduce the frequency and severity of claims practices that are unfair to claimants. The AICO reviews insurer market data analysis, analyzes information contained in insurance company files and/or other related records, specific to claims handling practices to ensure compliance with the California Insurance Code, California Code of Regulations, policy provisions, and related applicable laws. Specific duties include but are not limited to: exam planning preparation, corresponding with the insurer, communicating with Department staff, gathering and evaluating claim information contained in insurance company files and/or other related records, summarizing findings and resolutions, writing a clear and concise report of the examination, and participating in further corrective activities.

DESIRABLE QUALIFICATIONS:

- Ability to analyze California law and insurer data effectively and to complete work on time, correctly, and completely.
- Strong writing, organizational, analytical, computer and verbal communication skills are necessary. The ability to work independently is essential.
- At the Associate level, three years of experience in insurance claims adjusting or insurance regulatory compliance experience is desired, but not required.
- Graduation from college with a bachelor's degree is highly desirable; however, experience will be accepted in place of the college degree on a year-for-year basis.

Candidates must have knowledge of insurance practices and the laws and regulations applicable to insurance and ability to utilize standard computer software applications. **TRAVEL IS REQUIRED, BOTH IN-STATE AND OUT-OF-STATE**

WHO MAY APPLY:

Applications will be accepted from current State employees at the **Associate Insurance Compliance Officer** level, those within transfer range, or individuals who have list eligibility for **Associate Insurance Compliance Officer**. Training and Development Assignments may be considered. All applications will be reviewed; however, only the most qualified candidates will be interviewed. Applicants currently on SROA lists or employed by a surplus department are encouraged to apply. Surplus candidates must attach a copy of their letter. **All applicants must clearly indicate the basis of their**

03/19/15

DO NOT SUBMIT APPLICATIONS TO CalHR

AN EMPLOYER OFFERING EQUAL EMPLOYMENT OPPORTUNITY TO ALL REGARDLESS OF RACE, COLOR, CREED, NATIONAL ORIGIN, ANCESTRY, SEX, MARITAL STATUS, DISABILITY, RELIGIOUS OR POLITICAL AFFILIATION, AGE OR SEXUAL ORIENTATION.



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eligibility (i.e. SROA, surplus, reemployment, reinstatement, transfer, or list eligibility) on the state application.

APPLICATION PROCEDURE:

Please mail a completed standard [State Application STD 678](#) to Malinda Randolph, Department of Insurance, Human Resources Management Division, 300 Capitol Mall, Suite 1300, Sacramento, CA 95814. **PLEASE INDICATE "Associate Insurance Compliance Officer, PSN # 413-XXX-8562-XXX" ON THE STATE APPLICATION.** APPLICATIONS RECEIVED WITHOUT THE ABOVE INFORMATION MAY NOT BE CONSIDERED FOR REVIEW. **DO NOT EMAIL APPLICATION.** Applications must be postmarked by the final filing date to be considered. For additional information, please call (916) 492-3308 or email – Malinda.Randolph@insurance.ca.gov.

FINAL FILING DATE: April 3, 2015 – CLOSE OF BUSINESS

NOTE: Interested Individuals, including list eligibles, must submit applications in order to be considered for this position. Possession of minimum qualifications will be verified prior to interview and/or appointment. If it is determined an applicant does not meet the minimum qualifications, the application will be forwarded to CalHR and the applicant's name may be removed from the eligibility list. If you are applying for more than one recruitment, a separate State Application (STD 678) is required for each recruitment for which you would like to be considered.

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